



Understanding San Bruno's Utility Bills



Water



Sewer



Trash

A P R E S E N T A T I O N T O T H E C I T Y C O U N C I L

February 9, 2021

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Objective

- ❖ Provide the City Council and the community with an overview of the City's bi-monthly utility billing process
- ❖ Thereby, providing an answer to a commonly asked question...*Why do I receive such a large utility bill from the City of San Bruno every two months?*

Agenda



- I. Background
- II. Explanation the City's Bi-monthly Utility Bill
- III. Sample Utility Bills
- IV. Billing Process Comparisons
- V. Utility Rate Comparisons
- VI. Summary



Background

- ❖ City of San Bruno's Finance Department administers a bi-monthly billing process for water, sewer, and trash services
- ❖ San Bruno Public Works Department oversees operations and maintenance of the City's water and sewer enterprise utilities
- ❖ Residential and commercial waste/recycling services are contracted to Recology





Frequently Asked Question...

Why do I receive such a large utility bill from the City of San Bruno every two months?



Not One Bill, It's Six Bills in One

❖ Bi-monthly utility bills are comprised of 6 charges

- ❖ 2 months of water service
- ❖ 2 months of sewer charges
- ❖ 2 months of trash fees

❖ Two payment options for residential accounts

- ❖ Pay in full or two equal payments allowed

❖ Sample billing cycle

- ❖ Service Period: 11/21/20 to 1/20/21
- ❖ Statement Date: 1/27/21
- ❖ Payment 1: 2/20/21
- ❖ Payment 2: 3/10/21

CITY OF SAN BRUNO
Utility Billing
570 LINDEN AVE.
SAN BRUNO, CA 94066
ADDRESS SERVICE REQUESTED

Customer Service
(800) 618-7086
www.sanbruno.ca.gov

ACCOUNT INFORMATION
STATEMENT DATE
ACCOUNT NUMBER
SERVICE ADDRESS
SERVICE PERIOD

ACCOUNT ACTIVITY
Prior Balance
Payments
Adjustments
Deposits Applied
Balance Forward

CURRENT CHARGES
Water Service Fee
Water Consumption Tier 1
Water Consumption Tier 2
Water Consumption Tier 3
Sewer Service Fee
Rocology San Bruno

ACCOUNT BALANCE
\$ 557.00

Payment 2
AMOUNT ENCLOSED

CITY OF SAN BRUNO
UTILITY BILLING
570 LINDEN AVE.
SAN BRUNO, CA 94066

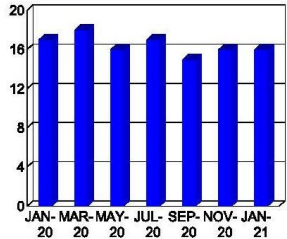
Payment 1
AMOUNT ENCLOSED

CITY OF SAN BRUNO
UTILITY BILLING
570 LINDEN AVE.
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Bi-monthly Utility Statement



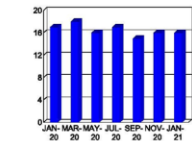
TOTAL UNIT CONSUMPTION: 16 units



CITY OF SAN BRUNO
 Utility Billing
 570 LINDEN AVE.
 SAN BRUNO, CA 94066
 ADDRESS SERVICE REQUESTED
 Customer Service
 (650) 616-7086
 www.sanbruno.ca.gov

ACCOUNT INFORMATION		
STATEMENT DATE	1/27/2021	
ACCOUNT NUMBER		
SERVICE ADDRESS		
SERVICE PERIOD	11/21/2020 to 1/20/2021	
ACCOUNT ACTIVITY		
Prior Balance	557.00	
Payments	557.00 CR	
Adjustments	0.00	
Deposits Applied	0.00	
Balance Forward		0.00
CURRENT CHARGES		
Water Service Fee	51.16	
Water Consumption Tier 1	90.10	
Water Consumption Tier 2	64.68	
Water Consumption Tier 3	0.00	
Sewer Service Fee	64.54	
Sewer Usage (Monthly Sewer Avg 9)	222.66	
Recology San Bruno	63.86	
ACCOUNT BALANCE	\$ 557.00	

TOTAL UNIT CONSUMPTION: 16 units



Customer Name: [REDACTED]
 Service Address: [REDACTED]
 Account Number: [REDACTED]
Remaining Balance Due: 278.50
DUE DATE: 3/10/2021
 Pay by Due Date to Avoid a Delinquent Charge
 Pay online at: <https://www.onlinerebiller.com/sanbruno>
 Pay-by-Phone: 1.855.748.3086

PLEASE DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT

Payment 2

AMOUNT ENCLOSED



CITY OF SAN BRUNO
 UTILITY BILLING
 570 LINDEN AVE.
 SAN BRUNO, CA 94066

PLEASE DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT

Payment 1

AMOUNT ENCLOSED

CITY OF SAN BRUNO
 UTILITY BILLING
 570 LINDEN AVE.
 SAN BRUNO, CA 94066

Customer Name: [REDACTED]
 Service Address: [REDACTED]
 Account Number: [REDACTED]
Pay In Full Amount: 557.00
or Minimum Due: 278.50
DUE DATE: 2/20/2021
 Pay online at: <https://www.onlinerebiller.com/sanbruno>
 Pay-by-Phone: 1.855.748.3086

1/1/1

ACCOUNT INFORMATION

STATEMENT DATE
ACCOUNT NUMBER
SERVICE ADDRESS
SERVICE PERIOD

1/27/2021
 [REDACTED]
 11/21/2020 to 1/20/2021

ACCOUNT ACTIVITY

Prior Balance	557.00
Payments	557.00 CR
Adjustments	0.00
Deposits Applied	0.00
Balance Forward	0.00

CURRENT CHARGES

Water Service Fee	51.16
Water Consumption Tier 1	90.10
Water Consumption Tier 2	64.68
Water Consumption Tier 3	0.00
Sewer Service Fee	64.54
Sewer Usage (Monthly Sewer Avg 9)	222.66
Recology San Bruno	63.86

ACCOUNT BALANCE \$ 557.00

Payment
 Stubs

FRONT

REAR



Why bi-monthly utility bills?

- ❖ Saves \$\$ and labor
 - ❖ Thereby reducing cost to ratepayers and saves valuable tax dollars
- ❖ Each bi-monthly billing cycle costs approximately \$4,250 for printing, postage, and service fees (*not including labor*)
 - ❖ Converting to a monthly billing process will double these costs
- ❖ Conclusion...*sending bi-monthly utility bills saves over \$25,500 annually*





How Utility Billing Differs in Other Cities

Who sends the monthly/bi-monthly bill for water, sewer, and trash utilities in our neighboring cities?

Utility	South San Francisco	Millbrae	Pacifica	San Francisco	San Bruno
Water	CalWater or Westborough Water District	City (bi-monthly)	North Coast County Water District	SF Water, Power, Sewer (SF PUC)	City (bi-monthly)
Sewer	City or Westborough Water District (property tax bill)	City (bi-monthly)	City (property tax bill)	SF Water, Power, Sewer (SF PUC)	City (bi-monthly)
Trash	SSF Scavenger Company	SSF Scavenger Company	Recology	Recology	City (bi-monthly)



Sample Bi-monthly Utility Bills (by type)

Commercial Account Sample – Restaurant

❖ Total Bi-monthly Statement: \$717

ACCOUNT INFORMATION	
STATEMENT DATE	1/29/2021
ACCOUNT NUMBER	[REDACTED]
SERVICE ADDRESS	[REDACTED]
SERVICE PERIOD	1/1/2021 to 1/31/2021
ACCOUNT ACTIVITY	
Prior Balance	762.46
Payments	762.46 CR
Adjustments	0.00
Deposits Applied	0.00
Balance Forward	0.00
CURRENT CHARGES	
Water Service Fee	25.58
Water Consumption Tier 1	141.54
Water Consumption Tier 2	0.00
Sewer Service Fee	32.27
Sewer Usage (Monthly Sewer Avg)	173.18
Recology San Bruno	344.93
ACCOUNT BALANCE	\$ 717.50

Single Family Residence Account Sample

❖ Total Bi-monthly Statement: \$557

ACCOUNT INFORMATION	
STATEMENT DATE	1/27/2021
ACCOUNT NUMBER	[REDACTED]
SERVICE ADDRESS	[REDACTED]
SERVICE PERIOD	11/21/2020 to 1/20/2021
ACCOUNT ACTIVITY	
Prior Balance	557.00
Payments	557.00 CR
Adjustments	0.00
Deposits Applied	0.00
Balance Forward	0.00
CURRENT CHARGES	
Water Service Fee	51.16
Water Consumption Tier 1	90.10
Water Consumption Tier 2	64.68
Water Consumption Tier 3	0.00
Sewer Service Fee	64.54
Sewer Usage (Monthly Sewer Avg 9)	222.66
Recology San Bruno	63.86
ACCOUNT BALANCE	\$ 557.00

Multi-Family Individual Unit Account Sample

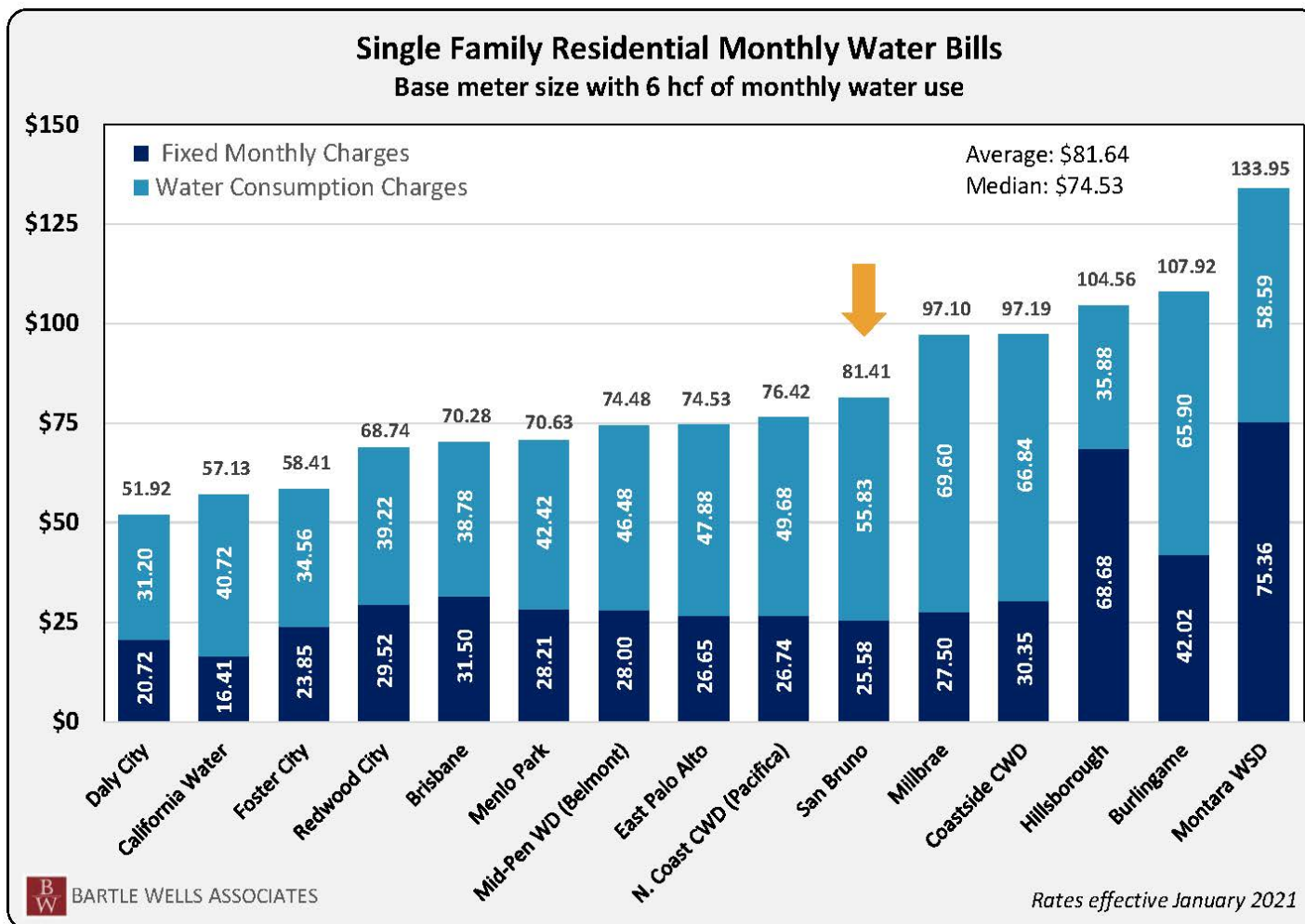
❖ Total Bi-monthly Statement: \$334

ACCOUNT INFORMATION	
STATEMENT DATE	12/29/2020
ACCOUNT NUMBER	[REDACTED]
SERVICE ADDRESS	[REDACTED]
SERVICE PERIOD	10/22/2020 to 12/21/2020
ACCOUNT ACTIVITY	
Prior Balance	324.55
Payments	324.55 CR
Adjustments	0.00
Deposits Applied	0.00
Balance Forward	0.00
CURRENT CHARGES	
Water Service Fee	51.16
Water Consumption Tier 1	80.88
Water Consumption Tier 2	0.00
Water Consumption Tier 3	0.00
Sewer Service Fee	64.54
Sewer Usage (Monthly Sewer Avg 3)	74.22
Recology San Bruno	63.86
ACCOUNT BALANCE	\$ 334.66



Rate Comparison – Residential Water

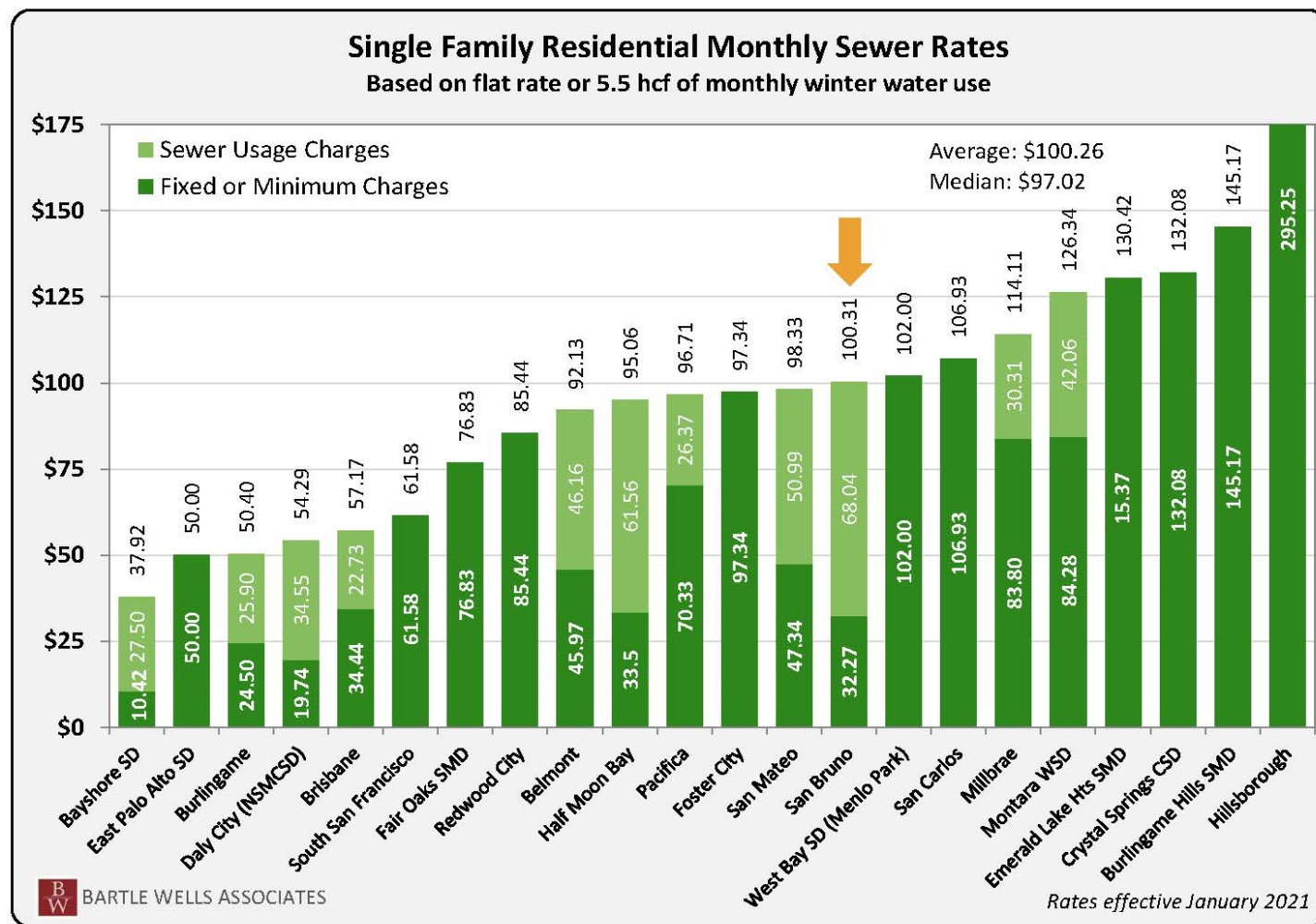
- ❖ **Conclusion:**
San Bruno's water rate is equivalent to the average for all comparable agencies and only \$6.88 higher than the median.





Rate Comparison – Residential Sewer

- ❖ **Conclusion:** San Bruno's sewer rate is equivalent to the average for all comparable agencies and only \$3 higher than the median.





Rate Comparison – Residential Trash

Peer Rate Summary

❖ Average = \$33.70

❖ Median = \$33.99

Conclusion: San Bruno's trash rate is below the peer average and median, and within the standard deviation for a 32g residential toter.

City	32g Rate	Serviced By
El Granada	\$23.93	Recology
Colma	\$24.10	Allied
Foster City	\$24.59	Recology
San Mateo	\$25.32	Recology
Daly City	\$26.03	Allied
Burlingame	\$26.80	Recology
Menlo Park	\$31.14	Recology
San Bruno	\$31.93	Recology
Montara	\$32.53	Recology
Brisbane	\$33.99	SSF Scavenger
South San Francisco	\$34.40	SSF Scavenger
Millbrae	\$35.85	SSF Scavenger
Half Moon Bay	\$36.99	Allied
San Carlos	\$38.65	Recology
Belmont	\$38.85	Recology
Pacifica	\$39.08	Recology
Atherton	\$50.00	Recology
Hillsborough	\$50.60	Recology



Summary



- ❖ Among neighboring cities, San Bruno is unique in that the City bills directly for water, sewer, and trash services
- ❖ Customers receive bi-monthly utility bills, with two payment options for residential accounts
- ❖ Bi-monthly utility bills are comprised of 6 charges
 - ❖ 2 months of water service
 - ❖ 2 months of sewer charges
 - ❖ 2 months of trash fees
- ❖ Overall, rates are on par with other agencies
- ❖ Format and layout changes may provide greater clarity



Next Steps

- ❖ Additional public outreach on the City's utility billing process
- ❖ Inclusion of a utility bill explanation and related information in the "new resident welcome package"
- ❖ Assess and implement format and layout improvements on the City's utility bill
- ❖ Strive to convert additional customers to paperless billing

Questions and Discussion

